

110.4 Risk Management

IT Plan Version: B 1

Goals and Objectives

Goal: 1 Maintain and update existing systems and infrastructure.

Objectives	Timeframe	Accomplishments/Status
1 Due to office relocation, migrate from OMB's server to Risk Management's own server located on premises.	99-01	At the advice/direction of ITD, Risk Management purchased a Compaq Proliant server in July, 1999, which was installed in August, 1999, by ITD.
2 Install Windows NT Server 4.0 software on server.	99-01	Completed August, 1999.
3 Implement ADSM (IBM's ADSTAR Distributed Storage Manager) backup technology for office server.	99-01	Completed August, 1999.
4 Migrate from Token Ring network topology to Ethernet	99-01	Due to agency office relocation to a building connected to the State's WAN via a T1 line, all Risk Management computers were migrated to Ethernet in August, 1999. Token Ring Network cards were replaced with Ethernet cards.
5 Install UPS (Uninterrupted Power Supply) for server.	99-01	Completed August, 1999.
6 Maintain and enhance the software base to remain relatively current on software releases. Upgrade office automation software when it contains features beneficial to users in order to provide information, and to support customers and constituents.	Ongoing	
7 Ensure that agency software versions are relatively uniform and standard, so only a minimum number of software versions need to be maintained and supported.	Ongoing	
8 Based upon a three to five year technology life cycle, replace/upgrade 50% of the agency's workstations (personal computers) each biennium. Stated differently, two or three of the agency's five computer workstations will be replaced/upgraded each biennium. Laptop/portable computers will then only be replaced on an as-needed basis.	Ongoing	
9 Install and test all appropriate vendor-supplied service pack problem resolutions, enhancements, and upgrades.	Ongoing	
10 Continue to evaluate network security standards and procedures.	Ongoing	

Goal: 2 Maintain and update the delivery of information and services to internal and external customers.

Objectives	Timeframe	Accomplishments/Status
1 Provide accurate and timely information to customers. An effective means of accomplishing this objective is through PowerPoint presentations concerning the operations of the Risk Management Fund and pro-active loss control activities.	Ongoing	
2 Determine what software programs and technology skills are needed to enable Risk Management to maintain and develop their Web page in-house. Determine the best way to obtain those skills.	99-01	
3 Evaluate what data and files should and may be put online to increase customer service functionality.	99-01	
4 Expand information available to customers via Risk Management's Web site to enhance links to stakeholders.	Ongoing	

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Goal: 2 Continued....

Objectives

		Timeframe	Accomplishments/Status
5	Analyze client requests for specific, enhanced loss reports, and implement those reports if feasible.	Ongoing	
6	Work with the Risk Management Information System software vendor on enhancing reporting modules, and specially-programmed reports, to maximize loss reporting to and for Risk Management's clients and actuary.	Ongoing	
7	Continue the vendor support contract for the Risk Management Information System.	Ongoing	
8	Implement Risk-Net, an Internet-based loss prevention management system, at least on a partial/pilot basis.	99-01	

Activity	Priority	Activity Type	Start Date	End Date		99-01	01-03	03-05
1 Office Automation	1	Maintenance/Base	Ongoing					
<p>This activity includes each workstation and its office automation software. Office automation software includes word processing and spreadsheet programs, presentation software packages, desktop publishing, and electronic mail and scheduling software essential to carrying out the administrative functions of the agency on a daily basis.</p> <p>Based on a three to five year technology life cycle, the Division will replace approximately 50% of the agency's workstations each biennium. The operating system of each new workstation will be Windows NT, to facilitate a more stable operating environment and better communication with the agency's server. Agency printers and laptop/portable computers will be replaced on an as-needed basis.</p> <p>The Division's software base will be maintained and enhanced to remain relatively current on software releases. Office automation software will be upgraded when it contains features beneficial to users in order to provide information, and to support customers and constituents. The agency software versions will remain relatively uniform to insure that only a minimum number of software versions need to be maintained and supported. The next software base upgrade will be from Microsoft Office 97 to Microsoft Office 2000.</p> <p>This activity includes expenses referred to as Computer Hardware and Computer Software in the agency budget. Expenses include hardware and software purchases.</p>								
IT PLAN ESTIMATED COST						\$15,000	\$10,000	\$12,000
BASE BUDGET REQUEST							\$10,000	
OPTIONAL BUDGET REQUEST							\$0	
BUDGET NONAPPROPRIATED							\$0	

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Activity	Priority	Activity Type	Start Date	End Date		99-01	01-03	03-05
2 Local Area Network	2	Maintenance/Base	Ongoing					
The agency has a local area network, which consists of one file server, two printers, and five workstations. All workstations (and employees) have access to the Internet and the State’s e-mail system (Microsoft Outlook via the State’s Exchange server).					IT PLAN ESTIMATED COST	\$40,000	\$43,000	\$36,000
The agency purchased a Compaq Proliant server in July, 1999, which was installed in August, 1999, by ITD. Windows NT Server Software 4.0 was installed on the server in August, 1999.					BASE BUDGET REQUEST		\$43,000	
The installation of an Uninterrupted Power Supply (UPS) unit for the server was completed in August, 1999.					OPTIONAL BUDGET REQUEST		\$0	
IBM’s ADSTAR Distributed Storage Manager (ADSM) backup technology was implemented on the server in August, 1999. Data from Risk Management’s server is backed up to ITD’s mainframe and tape cartridge every night.					BUDGET NONAPPROPRIATED		\$0	
ITD is responsible for the support and maintenance of Risk Management’s server.								
The Division migrated from token ring network topology to Ethernet in August, 1999. The agency is connected to the State’s WAN via a T1 line, the cost of which is shared, on a proportionate basis, by Risk Management and two other State agencies located within the same office building.								
This activity includes expenses referred to as Data Processing in the agency’s budget. Expenses include the capital expenditures for the server equipment in the Computer Hardware and Software line items. Expenses also include proportionate costs of leasing the T1 line; costs for ITD to maintain and support Risk Management’s server and IT telephone expenses.								

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05	
3	3	Enhancement/Upgrade	01/1999	01/2005				
Improve communications and training with and to constituents and State agencies. This project involves a couple of small areas addressing:					IT PLAN ESTIMATED COST	\$45,000	\$48,000	\$51,000
(1) Presentations					BASE BUDGET REQUEST		\$40,000	
(2) Web Page Enhancement					OPTIONAL BUDGET REQUEST		\$0	
(3) RiskNet					BUDGET NONAPPROPRIATED		\$0	
(1) Presentations: Risk Management staff frequently makes presentations to State agencies concerning the operations of Risk Management Fund, effective loss control practices, and liability and defense protections available to State employees. An important tool for professional presentations is PowerPoint. In the past, Risk Management personnel borrowed a PowerPoint projector from ITD. However, the presentations were becoming more frequent, and the borrowed equipment was not available when needed. A projector was purchased by Risk Management in February of 2000 to meet the presentation demands.								
(2) Web Page Enhancement: Risk Management intends to evaluate what additional data and files may be put online to increase customer service functionality. Risk Management intends to expand information available to customers through its web site to enhance information available to its stakeholders and to enhance incident reporting. Web Page maintenance will be performed by staff member with some contact with IT staff.								
(3) RiskNet: RiskNet is an Internet-based loss prevention management system. It will equip Risk Management with an easy and cost-effective method for distributing information and directing loss control meetings, audits, and inspections. Through action items, survey, questionnaires, bulletins and a comprehensive library, the system would facilitate the measurement of an agency's loss control activities and provide up-to-date loss control recommendations.								
This activity includes expenses referred to as Compute Hardware (Presentations activity), Data Processing and/or Salaries and Benefits (Web Page Enhancement), and IT Software (RiskNet) in the agency's budget.								
Justification:								
Efficient and timely claims reporting and handling may reduce costs required to settle claims.								
Expand information available to customers to enhance links to stakeholders.								
Inform State agencies on effective loss control measures and on the operations of the Risk Management Fund.								
Facilitate the measurement of agencies' loss control activities to provide a basis for determining contribution rates to the Risk Management Fund.								
Provide valuable sources of information and up-to-date loss control recommendations.								
Gather data and compile reports that Risk Management currently attempts to distribute manually.								
Impact on other activities:								

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Total Agency	IT PLAN ESTIMATED COST	\$100,000	\$101,000	\$99,000
	BASE BUDGET REQUEST		\$93,000	
	OPTIONAL BUDGET REQUEST		\$0	
	BUDGET NONAPPROPRIATED		\$0	